POSITION ANALYSIS

Title: Application and Data Services Manager

Reports to: Chief Technology Officer

Qualifications: Bachelor's degree in computer science, information management, similar disciplines, or equivalent work background.

Five to seven years of experience providing enterprise application support and/or implementing data analytics solutions.

Job Summary: The Application and Data Services Manager supervises and maintains the district's portfolio of software applications through best practices and the appropriate staffing and management of a technical team. This leader plans and coordinates processes required to provision end user applications and business systems. The Application and Data Services Manager applies proven communication and problem-solving skills to guide and assist business units on issues related to the selection and deployment of mission-critical software systems. This individual also strategically develops the district's data analytics capability by identifying, recommending, developing, and implementing solutions to satisfy business executives' essential information needs.

Performance Responsibilities:

1. Human Capital Manager
   - Mentor direct reports (application and data team members) to improve performance and assume leadership responsibilities.
   - Empower direct reports through delegation, engagement, training, and opportunities for professional advancement.
   - Prioritize employee evaluation by providing appropriate recognition and feedback and implementing evaluation systems that credibly differentiate performance.
   - Ensure direct reports meet or exceed minimum performance standards, including work hours and attendance.

2. Technical Support/Operational Management
   - Ensure responsive end user support for application and data-related issues.
   - Lead timely resolution of application and data incidents and problems.
   - Oversee data reporting operations, including required state and federal submissions.
   - Deliver effective and consistent assessment support.
   - Compile and maintain inventory of company software, systems and data assets and corresponding contracts/agreements.
   - Manage and set priorities for the maintenance, development, and evaluation of all applications and data systems

- Develop and implement application and data training programs for end users and manage associated documentation in the district's knowledge base.
- Establish and maintain regular written and in-person communications with the organization's executives, decision-makers, stakeholders, department heads, and end users regarding pertinent application and data activities.

3. Technical Leadership
- Actively solicit input from end users to improve software applications and support.
- Assume ownership of organization's application portfolio and improve the overall technology environment.
- Ensure that applications and data services meet business requirements and systems goals and fulfill end-user requirements.
- Coordinate the evaluation, installation, configuration and deployment of new applications, upgrades and/or enhancements throughout the enterprise.
- Collaborate with analysts, designers, and system owners in the testing of new software programs, applications, data processes, upgrades and/or enhancements.
- Develop, distribute, and conduct in-depth end-user reviews for modified and new applications and data processes.
- Negotiate contracts with software and service providers.
- Ensure that any new software integration into existing systems meets functional requirements, system compliance, and interface specifications.
- Ensure the integrity and security of sensitive data on servers and in business applications/databases, and during data transfer in accordance to business needs and industry best-practices.

4. Planning
- Contribute to technology department planning, goal setting, and decision-making processes.
- Review and analyze existing application and data process effectiveness and then develop strategies for improving or leveraging these systems.
- Coordinate feasibility studies for application and data products under consideration for purchase, and give advice based on findings.
- Research and make recommendations on application and data products/services in support of procurement and development efforts.
- Analyze documentation and technical specifications of any new application or data product under deployment or consideration to determine its intended functionality.
- Ensure efficient utilization of data resources throughout the organization.
- Oversee all reports, dashboards and information artifacts.
- Develop, implement, maintain and enforce policies and procedures for application and data administration, maintenance and project management.
- Provide the Chief Technology Officer with background material as needed and/or requested.

5. Professionalism
- Model professional, ethical and respectful behavior.
- Effectively communicate with building and department staff.
- Develop positive and collaborative relationships with colleagues, building administrators and instructional staff.
- Create an open, visible and accessible technology support environment.
- Engender climate of trust by approaching tasks diligently and honestly.

- Offer constructive feedback to both colleagues and end users.
- Adhere to MSDLT policies and procedures regarding technology resources.
- Quickly and diligently follow directives from the Chief Technology Officer.
- Perform other related duties as required.

Preferred Knowledge Areas and Skills
- Working knowledge of personal computer hardware, software and operating systems (e.g., Windows, Mac OS X, Chrome OS).
- Master of Business Administration (MBA), similar degree/certification or equivalent experience
- In-depth, hands-on knowledge of and experience managing an enterprise software application portfolio (e.g., financial management, human resource management, time and attendance).
- Strong knowledge of system and software quality assurance best practices and methodologies.
- Certified Business Intelligence Professional (CBIP), similar certification or equivalent experience (extensive knowledge of data management, data quality, data modeling, data governance, data warehouse planning and development, analytics, and predictive modeling).
- Strong technical knowledge of standard data manipulation languages (e.g., SQL)
- Knowledge of technology trends relating to software applications and data analytics.
- Project Management Professional (PMP), similar project management certification, equivalent experience, and/or substantial exposure to project-based work structures.
- Certified Business Analysis Professional (CBAP), similar degree/certification or equivalent experience
- Thorough understanding of data privacy and security best practices and associated laws.
- Proven experience with troubleshooting principles, methodologies, and issue resolution techniques.